

## NSMS/MOSAIC Volunteer Agreement

As a volunteer, you are an important member of MOSAIC / NSMS' team and you act as a representative of our organizations to the community at large. As a team member, we ask you to read and agree the following Volunteer Agreement.

As a MOSAIC/NSMS volunteer, I agree to:

### **Represent MOSAIC/NSMS:**

1. Support the Missions and Visions of MOSAIC and NSMS.
2. Represent MOSAIC/NSMS in a professional manner. Maintain smooth working relationships and respect in all my volunteer interactions with MOSAIC/NSMS clients, employees, other volunteers in the program, and the community at large.
3. Conduct myself in an appropriate and ethical manner when dealing with clients, employees and volunteers, according to the **Volunteer Handbook**.

### **Respect Professional Boundaries:**

4. Avoid all situations in which my personal interests, or financial gain, conflict with MOSAIC/NSMS policies or with client service considerations.
5. Due to liability concerns, do not drive clients.
6. Do not offer any legal, financial or medical advice outside of your volunteer role description.
7. Any intellectual property developed in the course of my volunteer service will remain the property of MOSAIC/NSMS.
8. Treat MOSAIC/NSMS property, equipment and supplies respectfully and for program purposes only.

### **Maintain Confidentiality:**

9. Maintain strict confidentiality regarding employee, volunteer or client information unless it is necessary to disclose to program staff for safety reasons.

### **Performing My Volunteer Role**

10. Perform your volunteer role to the best of your ability
11. Participate in orientation and training sessions when provided to help me in my volunteer role.
12. Complete reports and/or timesheets as requested by program staff, in a timely manner.
13. Arrive on time and ready for my volunteer shift. Provide the program staff with as much notice as possible if I am unable to attend a shift, or expect to be late.
14. Wherever possible, give notice when I must leave volunteer services at MOSAIC/NSMS.
15. Consult program staff about any concerns I have about my role, client service or program delivery.